

BUILDING DEVELOPMENT COMMISSION

Minutes of September 18, 2012 Meeting

Jon Morris opened the Building-Development Commission (BDC) meeting at 3:05 p.m. on Tuesday, September 18, 2012.

Present: Ed Horne, John Taylor, Jon Wood, Hal Hester, Jon Morris, Elliot Mann, Bernice Cutler, Zeke Acosta, Travis Haston and Kevin Silva

Absent: Tim West, Harry Sherrill, Rob Belisle

1. MINUTES APPROVED

The motion by Zeke Acosta, seconded by Ed Horne, to approve the August 21st, 2012 meeting minutes passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS

Elliot Mann asked for an RDS plan review update and has the memo gone out?

Jon Morris shared an issue regarding commercial rack permits taking a three to four month period to obtain a Certificate of Occupancy. Customer cannot stack until obtaining a CO for racks; Jon promised the customer he would have a voice and the Department will use his experience to create a more streamlined system.

Travis Haston commended Jeff Griffin for attending and speaking at the NARI meeting regarding building energy and the 2012 Code; they had the most attendance in a long time.

3. PUBLIC ATTENDEE ISSUES

David Weekly with the City thanked and praised the Department for their participation and cooperation during the DNC. He noted that Harry Jones, County Manager, commended them and he shared a letter of praise from Walton Curtis, City Manager, (see attached).

Jon Morris stated that it was nice to see that Jim Bartl's name was mentioned in the letter; noting there was nothing about any delays and the cooperation between City and County was exemplary.

4. DNC UPDATE

Jim Bartl updated the BDC on the DNC sharing that the monthly planning meetings with other City agencies started in June 2011. There were lots of P&I moving parts and the Charlotte area had a lot at stake. This was totally unlike other projects sharing that some parts can be planned for but other parts could not you just had to react. By their nature, conventions like this build momentum and change as the date nears. We received a lot of "it will be a lot of work" but outside the TWA plans, they could tell us very little on exactly what would happen and when. The strategy was to plan ahead for the known, compartmentalize the projects and maintain the P&I process flexibility. We held several conference calls with Tampa since they had the RNC and lots of experience dealing with Super Bowl type events and their approach in emphasizing field verification and flexibility in letting the paperwork follow later. This led us to eventually think of different "special events" setup. Jim gave a lot of credit to the management team and line staff for their delivery.

Patrick Granson gave an overview of key projects that were managed through plan review and inspections.

- Bank of America Stadium
- Time Warner Cable Arena
- CMPD Virtual Command Center
- Temporary Jail North (Arrest Pod and Mass Holding Pod)
- Security Service (GSA) (2 locations)
- Security upgrades (including Hearst Tower, Epicentre, BofA Building, Shot Spotter)
- Wireless communication WiFi
- Relocation of transit center
- Silver Fox Studios at Music Factory

Patrick also thanked key office players, Chuck Walker, Tim Taylor, Kirk Aten, David Pethel, Tom Smith and Cheryl Scott.

The challenges on these projects dealt with a super aggressive submittal-review schedule on the CMPD Command Center (24 hour turnaround); submittal schedules that kept slipping on TWCA and BofA; special event project planning with the City agencies and CMPD; as well as working with the national traveling exhibits to fall inside the NC compliance framework.

Gene Morton reviewed the challenges the inspections staff encountered such as TWCA having such an aggressive schedule (take apart in 6 weeks, build back in 3 weeks); lots of changes to the TWCA was a challenge for both plan review and inspections to keep up with. Work with select hotel projects to agree on compliance scope and inspection schedules. And lastly an inspections service schedule during the last 10 days was closer to a 24/7 than an 8-5.

Gene also thanked responsible office and field managers, Chuck Walker, Tim Taylor, Gary Mullis, Jeff Griffin, Steve Pearson, George Rogers, Angela Miller and Bill Spidel.

Jim Bartl went on to say that you don't force these type projects into the typical P&I process and approach because they are a different animal. Based on Tampa's comments regarding field verification and flexibility the Directors' got the idea of using the Rehab Code Team alumni to build a temporary special events team. This made it more comfortable with subjective decisions and non-traditional service delivery. Vikki Stokes and Howard Grindstaff volunteered/accepted this challenge. We found backup for their regular work so their primary focus changed. Their assignment during the run up to the DNC was to handle any small DNC related projects from start to finish (no handoffs to other inspectors) whether it is renovation projects, temporary structures or special events. They also worked very closely with CFD. The list of projects they covered included American Express, Google and the GSA Command Center. As the Directors and management team wrestled with TWC, the Blake and other key DNC related projects we were able to do it with a clear mind because we knew this aspect of the work was covered completely; the lynch pin to our overall success.

Jim thanked Vikki Stokes, Howard Grindstaff and the rest of the staff / management team who made the DNC effort a success.

5. BUDGET REVENUE AND EXPENSE REVIEW

FY12 EOY Expense and Revenue Numbers (see attached)

- FY12 Revenue:
 - Permit revenue as reported to the BDC (*); \$16,251,710 (not used)
 - From the county's Navision program, this is the equivalent of accrual basis, reporting permit fees earned, but not paid.
 - Permit revenue as recorded in advantage (*);\$15,393,652
 - From the County's Advantage Financial System, this is the equivalent of cash reporting, and recognizes only those amounts paid on account or on cash basis.
 - Other revenue:\$2,689,268
 - Technology surcharge transfer.....\$315,000
 - Total Revenue..... \$18,398,670

(*) Navision vs... Advantage; as noted above, the difference (\$858k) between accrual and cash basis. County Finance only recognizes the latter.

- The lower Advantage number represents the time lag between fees earned and fees paid.
- Also, the Navision number is somewhat inflated because it includes "abandoned project change" permit fees, where the work is not yet earned. This change started in March, 2009.
- The BDC monthly permit fee numbers are based on Navision because, a) it's a more accurate measure of project revenue activity, and b) we have a fee collection success rate of 99.9% +.

- FY12 Expenses: \$14,662,868
 - Compares to FY12 adopted with 5 added positions from 8/1\$14.243M
 - Plus March 20 RFBA adding 8 positions.....\$125k
 - Plus May 15 RFBA adding to cover additional expenses (**)\$675k
 - Total of..... \$15.044M
 - So under by \$382k +/-
- *Items covered include telephones, computers, cell phones, casual labor, and temporary labor
- Code Enforcement FY12 net position:
 - Revenue less expenses; \$18,398,670 - \$14,662,868 (-\$50.66k encumbrance adj) = \$3,685,140
 - Started fiscal year with special fund balance from FY11 of.....\$953,314
 - So we enter FY13 with a reserve fund balance of..... \$4,638,454

Revisions to Proposed FY13 Expense and Revenue Projections

- Have one final change to FY13 adopted budget that was required by the CM and Finance office.
 - BDC Budget Sub-Com will recall that line item 4051 (salary/fringe transfer) shifts personnel costs from CM's office to Dept budget under 3061.
 - This covers a major part of B. Shields cost, since he spends significant time on related projects.
 - They bumped that amount for part of Timothy Tibbs (Bobbie's assistant) time; adds \$27,164 to 4051.
 - FY13 Expense level; raises new 4000 account total to \$12,747,521, and total budget to \$16,282,378
 - FY13 Revenue level; rises to match, with all of it added to permit revenue, now projected at \$13,752,730.
- So in BDC meetings and reports, you will see a monthly rev projection of \$13,752,730/12 = \$1,146,061
- Don't plan to issue new spreadsheets to BDC members; just remember for FY14 budget discussions.

Questions on either FY12 EOY rev/exp numbers or FY13 expense changes?

JM: What was the trigger to lower the fee schedule?

JB: The economy, etc.

JM: Will you consider more ISO training now?

JB: We will discuss during October BDC meeting. On October 30, 2012 at 1:00 pm, we will deliver the raw data to the ISO. We will receive a draft for comment sometime during the winter which will not impact that audit. The recession made us change our strategy to internal training. We still have a strong training budget. In FY14 we may beef that up. In the past we didn't have three people focusing on consistency before so we may not need as much money for training.

JM: Using a bullet point form, let's bring back important items to the budget committee meeting.

JB: 80 percent of our budget expense is people. Staffing will be a bigger issue as economy picks up more momentum; don't think we will maintain as high a rating with ISO.

JM: The Department needs to keep a check on the ramp up in the economy.

JB: There will be further discussion in the October BDC meeting. Gene Morton, Patrick Granson and I have discussed how difficult will it be to bring people back? We didn't think it would be this long a wait. Also, we have gone through a new Code cycle, so the people who were in the RIF will be out of date and technology in how we did business in 2008 was very different. We now have a team-based work ethic, EPM, HIP, TIP, etc. All position descriptions are being re-written. The time lag in adding positions is much longer and tougher than before.

TH: Are other businesses scooping up new potential re-hires?

GM: Many of the trades' people went to adjacent counties; we haven't had an issue re-hiring them.

6. DEPARTMENT STATISTICS AND INITIATIVES REPORT

Statistics Report

Permit Revenue

- August permit (only) revenue- \$1,477,828, compares to July revenue of \$1,422,721.
 - FY13 budget projected monthly permit revenue; \$13,752,730/12 = \$1,146,061
 - So August permit revenue is \$331,767 above monthly projection
- At 8/31/12, YTD permit rev of \$2,900,549 is above permit fee rev projection by \$608.4k, or 26.5%

Construction Value of Permits Issued

- August total - \$267,865,965, compared to July total of \$205,530,645
- YTD at 8/31/12 of 473.4M; this is 3.3% below constr value permit'd YTD at 8/31/11, of \$489.4M

Permits Issued:

	July	August	3 Month Trend
Residential	4170	3659	4231/4340/4170/3659
Commercial	2314	3134	3279/2565/2314/3134
Other (Fire/Zone)	455	480	423/471/455/480
Total	6939	7273	7933/7376/6939/7273

- Residential down 12.%; commercial up 35%; total up 4.8%

Inspection Activity: Inspections Performed

Insp. Req.	July	August	Insp. Perf.	July	August	% Change
Bldg.	4817	5246	Bldg.	4742	5192	+9.49%
Elec.	6688	7534	Elec.	6705	7547	+12.55%
Mech.	3409	3865	Mech.	3395	3904	+14.99%
Plbg.	2348	2735	Plbg.	2357	2721	+15.4%
Total	17,262	19,380	Total	17,159	19,364	+12.8%

- Insp performed all up 10% to 15%; Insp performed were 99.9% of inspections requested

Inspection Activity: Inspections Response Time

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	July	Aug	July	Aug	July	Aug	July	Aug
Bldg.	91.9	94.5	93.5	96.0	98.0	98.9	1.18	1.12
Elec.	88.5	94.6	91.0	95.7	98.6	99.3	1.22	1.11
Mech.	88.4	97.5	90.4	98.2	97.1	99.6	1.25	1.05
Plbg.	95.1	99.8	95.8	99.9	99.4	100	1.10	1.00
Total	90.3	95.9	92.2	96.9	98.2	99.4	1.2	1.08

- All trades up significantly (3-9%).
- Overall average position still well above 85-90% goal range

Inspection Pass Rates for August, 2012:

OVERALL MONTHLY AV'G @ 85.02%, compared to 84.05%, in July

Bldg: July – 77.94%
August – 79.17%

Elec: July – 83.73%
August – 83.81%

- | | |
|---|---|
| <u>Mech:</u> July – 86.4%
August – 86.75% | <u>Plbg:</u> July – 90.89%
August – 93.3% |
|---|---|
- Elec and Mech up slightly; Bldg up 1%+, Plbg up 2%+
 - Overall average up 1%, well above 75-80% goal range

OnSchedule and CTAC Numbers for August, 2012

CTAC:

- 160 first reviews; up from 136 in July.
 - Projects approval rate (pass/fail) – 61%
 - CTAC was 50.4% of OnSch (*) first review volume ($166/166+153 = 319$) = 52%
- *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

OnSchedule:

- May, 11: 196- 1st rev'w projects; on time/early – 98.5% all trades, 85.5% B/E/M/P only
- June, 11: 251- 1st rev'w projects; on time/early – 95.5% all trades, 94.2% B/E/M/P only
- July, 11: 175- 1st rev'w projects; on time/early – 92.25% all trades, 93.75% B/E/M/P only
- August, 11: 238- 1st rev'w projects; on time/early – 95% all trades, 94.75% B/E/M/P only
- Sept, 11: 219 - 1st rev'w projects; on time/early – 95.25% all trades, 96.5% B/E/M/P only
- October, 11: 176- 1st rev'w projects; on time/early – 96.75% all trades, 96.25% B/E/M/P only
- November, 11: 184 - 1st rev'w projects; on time/early – 91.75% all trades, 93.25% B/E/M/P only
- December, 11: 143 - 1st rev'w projects; on time/early – 95% all trades, 96% B/E/M/P only
- January, 2012: 136 - 1st rev'w projects; on time/early – 78% all trades, 87% B/E/M/P only
- February, 12: 139 - 1st rev'w projects; on time/early – 74.88% all trades, 73% B/E/M/P only
- March, 12: 127 - 1st rev'w projects; on time/early – 86.25% all trades, 87% B/E/M/P only
- April, 12: 151 - 1st rev'w projects; on time/early – 92.25% all trades, 95% B/E/M/P only
- May, 12: 195 - 1st rev'w projects; on time/early – 94.5% all trades, 97% B/E/M/P only
- June, 12: 235 - 1st rev'w projects; on time/early – 98.63% all trades, 98.25% B/E/M/P only
- July, 12: 166 - 1st rev'w projects; on time/early – 94.88% all trades, 97.5% B/E/M/P only
- August, 12: 199 - 1st rev'w projects; on time/early – 89.5% all trades, 96% B/E/M/P only
- Note: drop in all trades rate is owed to County Zoning % being down.

Booking Lead Times

- OnSchedule Projects: **for reporting chart posted on line**, on September 4, 2012, showed
 - 1-2 hr projects; at 2-3 work days booking lead, but Building - 6, and Health at 6 days.
 - 3-4 hr projects; at 2-3 work days lead, but Bldg -13, and Health at 7 days.
 - 5-8 hr projects; at 3-5 work days lead, but Bldg -19, M/P – 9, CMUD – 12, Health - 7 days.
- CTAC plan review turnaround time; BEMP at 4 work days and all others at 2-3 days
- Express Review – booking lead time was; 12 work days for small projects, 12 work days for large

STATUS REPORT ON VARIOUS DEPARTMENT INITIATIVES

August Meeting Follow Up

CRWG-RFBA Status

- On the BOCC's agenda for tonight;
 - a) Anticipate LUESA Fee Ord will take a 2nd vote on October 2
 - Recall effective date set for Nov 5 to allow time to get tech changes in place.
 - b) Building-Development Ord changes likely approved tonight.

Continuing Work on Roofing Contractor Permit Awareness Issue

Express Review

- Yesterday, on September 17, Express Review lead times were;
 - a) 11 days for small projects
 - b) 11 days for large projects
- Down from 16 days last month. Will continue to monitor closely.

CSS Report Follow Up

RDS Master Plan Review Options

- In the June 1 customer letter on RDS status, we discussed a future service option as follows.
 - a) *Future alternate; in the past the Department began master plan reviews only when an actual permit is submitted. In the future, we will announce a home builder option in which we will perform the master plan review in advance of a permit application, provided the cost of the plan review is secured per a method specified by the Department. This advance payment for plan review would be credited back to the home builder on the first permits issued under that master plan number. While this does not contribute an immediate solution to our current RDS challenges, long term it will help prevent future problems*
- Status; reviewed with business manager and tech support and they agree this is ready to go.
- Will announce to customers by e-mail blast on October 1st, effective immediately.

Updates on Other Department Work

CSS Report Follow Up Work

Group A:

- Have identified 3 AE's and 3 contractors; working to identify at least 1 more contractors and 1 AE.
 - a) Any other name suggestions from BDC members Mann, Taylor and Haston are appreciated
- When assembled, this group will address;
 - i. Customer expectation for timely inspections, compared to Dept goal and IRT report.
 - ii. Understanding the plan review & permitting umbrella; what we review vs. what other agencies
 - iii. On "reach the right person", we need suggestions that go beyond the list of steps taken too date.
 - iv. Help clarifying what "clear explanation of changes" means (about process or code requirements?)
 - v. Suggestions on how to elevate customer awareness of the value of PM/CEM resources,
 - o The new org project centric/problem solving focus.
- Meeting strategy per July 17 BDC meeting note details.

Group B:

- Efforts to date to assemble a business leader group include;
 - a) On August 30, JNB sent Chamber's Natalie English letter requesting referrals
 - b) Followed up with lead from Bernice Cutler
 - c) Met with Ken Lambla, Dean of UNCC College of Art & Arch; thinking on it
- Next step; get with Natalie__, follow up again with Ken L__.
- Meeting strategy per July 17 BDC meeting note details.

Timing: we hope to initiate both Group A & Group B meetings in early October

Auto-Notification Reconvene of CCTF

- Held 2nd meeting of CCTF-Reconvene on Sept 12 to solicit their reaction to August 17 meeting topic review, confirming final suggestions on possible changes to program.
- Program requirements delivered to IST contractor__, just need to confirm with IST what's possible__.
- Significant changes recommended (compared to original program) include the following;
 - a) Contractor verification that account is setup
 - b) Contractor option/ability to tailor notification contacts by permit (still confirming what's possible)
 - c) Purpose of program changes from notice that "I'm headed your way" (15 minute goal) to "You are the next up after my current inspection" (goal of 1 hour +/-).

- d) Designation of H1-H2 status, regarding homeowner waiting.
 - e) Inspector sees notice reminder button, and can tell if he/she sent notice, including confirmation notice that computer sent message.
- Attending contractors requested future meeting to review demo of revised program tool before switchover. TH-how do we verify inspectors are using notify; cannot final inspection without notify?; JG-tracking feature will show this; If we make this a "performance issue" they will utilize the tool.

Roofing Contractor Awareness of Permit Requirements and Related Mechanical Work

- The Department continued working on this issue, taking the following additional steps.
 - Willis outlined customer memo topics with T Haston; TH thought the list clear enough, including:
 - a) *Roofers are required to obtain a Building Permit from Mecklenburg County Code Enforcement for work that exceeds \$ 5,000.00.*
 - b) *Regardless, if the work is less than \$5000.00 or more than \$5000.00 if the residence has gas appliances (water heaters or furnaces) a mechanical permit is required to inspect the gas vent piping for a separated vent connection.(provide links to examples)*
 - c) *A separated vent connection is extremely dangerous and could cause sickness or death to the inhabitants of the home if it is not repaired.*
 - d) *A mechanical or plumbing contractor licensed in the State of North Carolina is required to pull the permit, check and/or repair damaged vent piping, and get the home inspected for final approval by Mecklenburg County Inspectors.*
 - e) *Homeowners please make sure your roofer is aware of this new requirement. See Meckpermit.com web site for further information.*
 - On 9/13, Willis contacted Cam Coley at CMUD and see if they'll allow us to use a water bill insert advising all Meck County customers of this issue. CMUD's initial response on 9/14 was positive.
 - Willis also has several calls to Loree Elsllick with Piedmont Natural Gas, soliciting our access to mail outs and/or web site postings for the Gas company.

Builder Concerns on Temporary Electrical Process

- Discussed with BDC in August meeting. Overall progress as follows.
 - a) Held meetings with industry on 7/24/12 collecting comments and suggested changes on the process
 - b) Met again on 8/7/12, reviewing suggested modifications and working layout to address comments. Industry attendees agreed with the proposed changes.
 - c) Detailed draft on proposal completed and submitted for IST time frame and cost proposal
 - d) Still working on a temporary fix as short term bridge, until programming is in place.
- This change has various stages of development & introduction;
 - a) Current process will continue to work for those that don't get the word.
 - b) Short term option will be an enhancement to current process (basically same form just able to upload on the system without coming into the office).
 - c) When fully automated, everyone will need to make the transition because of the questionnaire process involved and also the form option will no longer be acceptable
 - d) Plan to do an e-mail blast to customers, at that stage and as website instructions are updated.
- Added comments or points by Gary, Jeff or Gene
(see attached)

RDS Plan Review Status at 9.17.2012

- Turnaround times as of 9/17/2012; paper plans at 3 days, E-plans at 1 day, townhomes at 13 days.

NC Building Code Council Meeting Outcome

The NC Building Code Council (BCC) met in Raleigh, NC on September 10. The following votes or discussions occurred, relevant to the BDC and Department's work.

- The BCC granted six new code change petitions, referring all to committees.
- The BCC held a public hearing on 19 code change petitions.
- The BCC took final action on six code change petitions, including two temporary rules (one in NC Residential Code and one in NC Mechanical Code).

Manager/CA added comments

- Managers: Jeff Griffin & Gary Mullis__, Wendell__; Tim__; Chuck W__, Mark Auten__, Melanie S
- Code Administrators; Joe W__, Lon McS__, Willis H__
- Directors: Pat G__, Gene M__,

7. Adjournment

The September 18th, 2012 Building Development Commission meeting adjourned 4:18 p.m.

Note after adjournment:

GM: Noted the CA's played a major part in helping us during the DNC; he congratulated them on a great job and Jim Bartl agreed.

The next BDC meeting is scheduled for 3:00 p.m., Tuesday, October 16th, 2012.